

REMARKS

Claims 2, 5-21, 24-34, and 37-53 are pending in the application.

Claims 2, 5-21, 24-34 and 37-53 have been rejected.

Claims 54 and 55 have been added.

Rejection of Claims Under 35 U.S.C. §102

Claims 2, 5-21, 24-34, and 37-53 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent 6,704,409 issued to Dilip et al., (“Dilip”). Applicants respectfully traverse this rejection.

Independent Claims 2, 21 and 34:

Independent Claims 2, 21 and 34 contain limitations of substantially the following form:

- (1) A configurable communication server configured to communicate via a communication channel by virtue of being configured to access information regarding a type of communication that uses the communication channel, wherein
- (2) the configurable communication server is configured to determine
 - a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and
 - an event response to perform in response to an event if the type of communication is incoming.

See, e.g., Claim 1. Applicants respectfully submit that the cited sections of Dilip do not provide disclosure of each of these limitations.

The Office Action cites to Dilip 9:23-55 and Figure 2 as purported disclosure for claim limitation (1). *See* Office Action, p. 2. Dilip Figure 2 illustrates a transaction processing system (40) coupled to a CTI server (50) coupled to a transaction controller (44) that is coupled to six

transaction servers (56-66). As an initial matter, the Office Action is unclear as to which element of Figure 2 (40, 50, 44 or 56-66) is being related to the configurable communication server in Claims 2, 21 and 34. Applicants respectfully submit that Figure 2 does not illustrate a configurable communication server “configured to access information regarding a type of communication that uses the communication channel” of Claims 2, 21 and 34. There is no illustration of any of the disclosed elements accessing such information or being configured to do so.

Dilip 9:23-55 discloses an embodiment of Dilip’s transaction controller that purportedly either receives all incoming transactions from the transaction servers and handles those transactions (Dilip 9:23-26), or receives notification of each transaction and then provides information to the server on how to handle that transaction (Dilip 9:30-36). Applicants respectfully submit that this section does not provide disclosure of a configurable communication server configured to access information regarding a type of communication, as required by Claims 2, 21 and 34. The cited section also discusses Dilip Figure 4, which is a flow diagram purportedly illustrating an embodiment of a procedure for handling received transactions. Dilip 9:37-38. Applicants respectfully submit that this disclosure provides no description of a configurable communication server being configured to access information regarding a type of communication that uses a communication channel of Claims 2, 21 and 34. For these reasons, Applicants respectfully submit that the cited sections of Dilip do not provide disclosure of the above limitation of Claims 2, 21 and 34.

The Office Action cites to Dilip 4:5-54 as purportedly providing disclosure of claim limitation (2). Applicants respectfully submit that this cited section of Dilip provides no

disclosed determining of a command or an event response, as claimed. The cited section provides disclosure of the following:

- “A transaction processing system is any device capable of receiving, transmitting, queuing, routing, or otherwise processing a transaction.” Dilip 4:17-19 (emphasis added)
- “The transaction processing environment of Fig. 1 allows transaction initiators (e.g., customers) to contact an agent (e.g., a customer service agent) using various types of transactions.” Dilip 4:29-32 (emphasis added)
- “Transaction processing system 10 is capable of processing various types of transactions, such as telephone calls, electronic mail (e-mail), voicemail, and facsimiles. Transaction processing system 10 is capable of receiving transactions from PSTN 14, LAN 16, and servers 12A and 12B. Similarly, transaction processing 10 is capable of transmitting transactions and transaction responses to PSTN 14, LAN 16, and servers 12A and 12B.” Dilip 4:38-46 (emphasis added).

The emphasized language in the above quotations (e.g., “capable of” and “allows”) does not rise to the level of a configurable communications server being configured to determine either a command to issue to the communication channel to cause an outgoing communication to be sent or an event response to perform in response to an event, as claimed. The claimed determining, as disclosed in the present Application, goes beyond mere capability of receiving / transmitting or allowing customers to contact agents. *See, e.g.,* Application, p.9. For these reasons, Applicants submit that the cited section of Dilip fails to provide disclosure of limitation (2).

For at least the above reasons, Applicants respectfully submit that the sections of Dilip cited within the Office Action fail to provide disclosure of all the limitations of independent Claims 2, 21 and 34, and all claims depending therefrom. Applicants therefore respectfully request the Examiner’s reconsideration and withdrawal of the rejections as to these claims, and an indication of the allowability of same.

Dependent Claims 5, 24 and 37:

Claims 5, 24 and 37 each contain a limitation of substantially the following form: “a database comprising an event record, wherein the event record comprises the information regarding the event.” *See, e.g.*, Claim 5. Applicants respectfully submit that the sections of Dilip recited within the Office Action fail to disclose this claim limitation.

The Office Action cites to the following text within Dilip as purported disclosure of the above-quoted claim limitation:

A database 30 is also coupled to LAN 16 and is used by transaction processing system 10, agents 20 and 32, and servers 12A and 12B to store and retrieve various types of information. For example, database 30 may contain information about the transaction processing system, the performance of the system, and the agents and customers that use transaction processing system 10. Since database 30 is coupled to LAN 16, all agent computers, servers, and other devices coupled to LAN 16 are capable of storing and retrieving information from the database.

Dilip 5:35-44. Applicants respectfully submit that this section of Dilip merely discloses the presence of a database. However, this does not provide disclosure of the database providing information regarding a particular event, nor is there disclosure of an event record comprising such information, as claimed. For at least these reasons, Applicants respectfully submit that Dilip fails to provide disclosure of all the limitations of dependent Claims 5, 24 and 37. Applicants therefore respectfully submit that dependent Claims 5, 24 and 37, and all claims depending therefrom, are in condition for allowance. Applicants therefore respectfully request the Examiner’s reconsideration and withdrawal of the rejections as to these claims, and an indication of the allowability of the same.

Independent Claims 15 and 49:

Independent claims 15 and 49 each contain limitations of substantially the following form:

- receiving an event from a communication channel;
- determining an event response by accessing information regarding the event; and
- performing the event response.

See, e.g., Claim 15. Applicants respectfully submit that Dilip fails to provide disclosure of all the limitations of these independent claims.

In rejecting these claims, the Office Action states that these claims contain limitations similar to Claims 2 and 5-14, and that they are rejected under the same rationale as those claims. *See* Office Action, p.4. Applicants note that these independent claims do not mirror the other independent claims but do have limitations in common with, for example, dependent Claim 5 and dependent Claim 8. Applicants therefore respectfully submit that at least for the reasons discussed above with regard to dependent Claim 5 that independent Claims 15 and 49, and all claims depending therefrom, are in condition for allowance. Applicants therefore respectfully request the Examiner's reconsideration and withdrawal of the rejections as to these claims and an indication of the allowability of same.

Added Dependent Claims 54 and 55:

Applicants have added dependent claims 54 and 55 which depend from independent claim 2. These new dependent claims further emphasize the configuration of the configurable communication server to access information regarding a type of communication that uses the communication channel. Dependent Claim 54 provides that the claimed information is accessed from a database. While dependent Claim 55 provides limitations detailing the composition of

that database. Applicants respectfully submit support for these new dependent claims can be found in the application at least at page 9 and in Figures 2a-2d. Therefore, Applicants respectfully submit that no new matter is added by the inclusion of these dependent claims. Applicants further submit that these new dependent claims provide additional clarity of the distinction of the present invention and the disclosure of Dilip, and are allowable over Dilip.

CONCLUSION

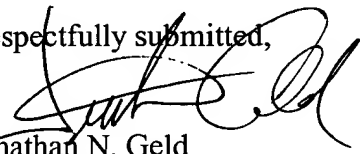
In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5090.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on August 4, 2006.


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8/4/2006
Date of Signature

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